Cape Breton District
HEALTH AUTHORITY
Making Healthier Choices Together

Cancer Care
Nova Scotia

# Nova Scotia Cancer Patient Satisfaction Survey Results

## Cape Breton Cancer Centre, Sydney

June 2005 – December 2005

NOVA SCOTIA *A program of the Nova Scotia Department of Health*

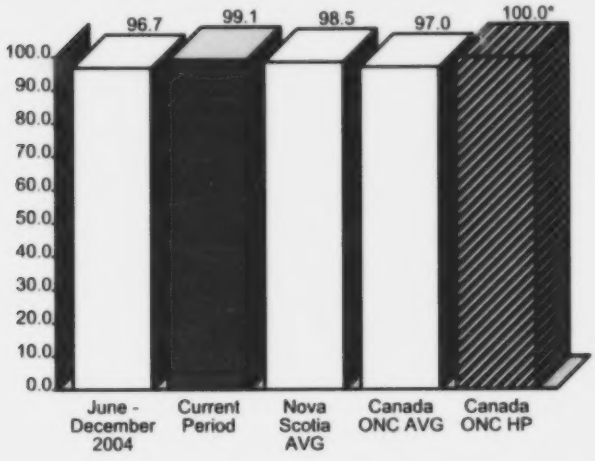
February 01, 2006

106-04050/

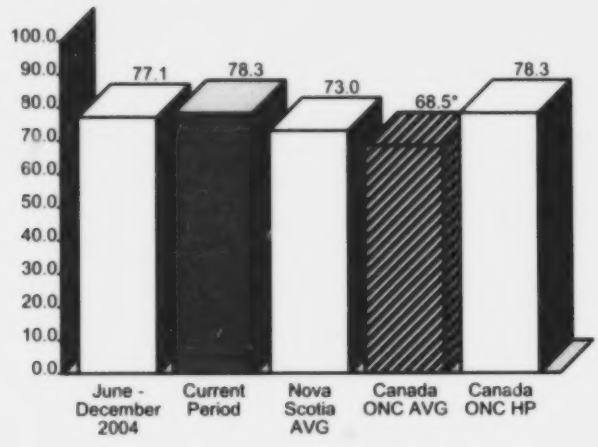
Cape Breton District HEALTH AUTHORITY

# Oncology Patient Experience-All Domains and Overall Ratings
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




All Domains and Overall Ratings (Onc)
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 87.3% | Physical Comfort (Onc) 88.5% | 87.5% | 79.7%⬆ | 88.5% | 115 |
| 74.4% | Information, Communication & Education (Onc) 75.1% | 70.9% | 65.8%⬆ | 75.1% | 119 |
| 67.5% | Emotional Support (Onc) 69.1% | 62.1% | 56.8%⬆ | 69.1% | 119 |
| 93.5% | Surgery Specific (Onc) 90.9% | 84.3% | 82.4% | 90.9% | 76 |
| 76.5% | Coordination and Continuity of Care (Onc) 76.2% | 72.3% | 67.9% | 76.2% | 119 |
| 83.3% | Access to Care (Onc) 83.4% | 72.7%⬆ | 71.9%⬆ | 83.4% | 119 |
| 82.5% | Respect for Patient Preferences (Onc) 85.0% | 83.2% | 78.6% | 85.0% | 118 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

NRC+PICKER

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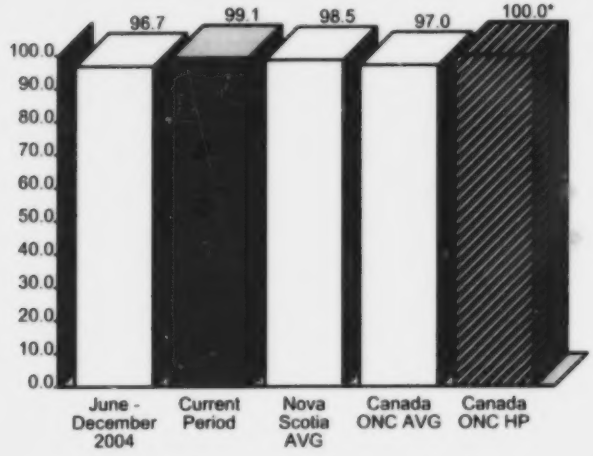
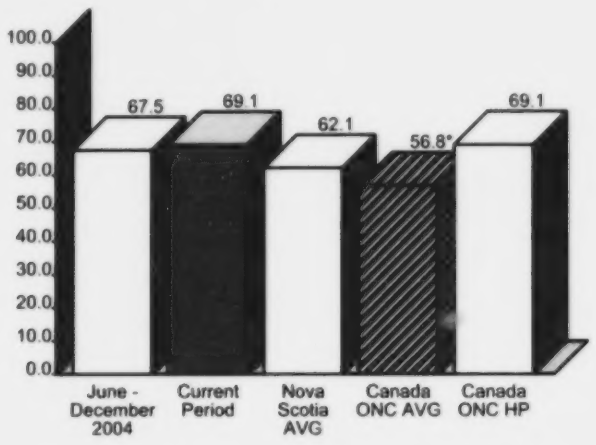
# Oncology Patient Experience-Emotional Support
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




Emotional Support (Onc)
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 89.8% | OP went out of way to help 83.8% | 80.5% | 72.0%⬆ | 83.8% | 111 |
| 43.2% | Enough OP info re: relationship changes 58.1% | 41.9%⬆ | 32.6%⬆ | 58.1% | 74 |
| 55.3% | Enough OP info on emotional changes 56.1% | 45.4% | 38.6%⬆ | 56.1% | 98 |
| 42.3% | Put in touch w/OP to help w/anxiety/ fear 39.1% | 34.3% | 26.5%⬆ | 39.1% | 64 |
| 59.0% | Enough OP info on sexual activity changes 68.8% | 57.3% | 44.7%⬆ | 68.8% | 77 |
| 93.3% | Could trust OP providers w/ confidential info 91.1% | 90.9% | 90.6% | 93.7% | 112 |
| 84.1% | Told of diagnosis in sensitive manner (OP) 78.8% | 73.3% | 73.2% | 78.8% | 118 |
| 66.7% | Got help wanted figuring out payment (OP) 73.3% | 71.0% | 68.8% | 75.6% | 45 |
| 37.5% | Put in touch w/OP to help w/ diagnosis anxiety/fear 53.8% | 42.9% | 38.8%⬆ | 53.8% | 93 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

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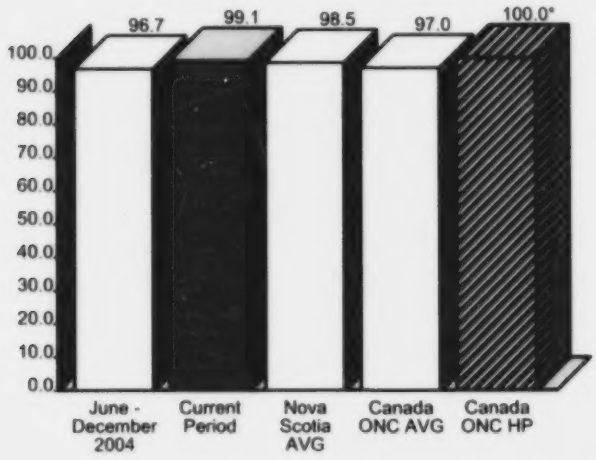
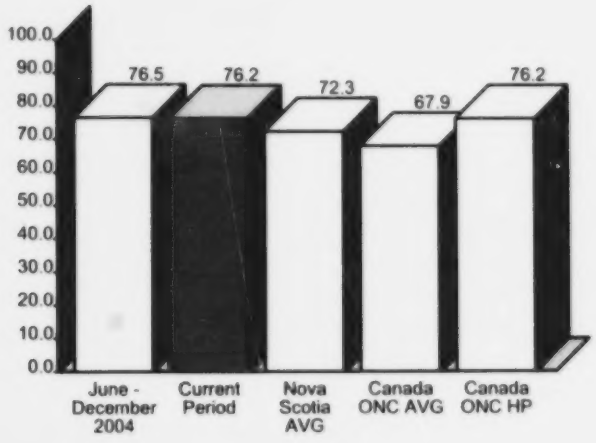
# Oncology Patient Experience-Coordination and Continuity of Care
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




Coordination and Continuity of Care (Onc)
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 75.4% | Knew next step in care (OP) 71.7% | 65.9% | 57.3%⬆ | 71.7% | 113 |
| 60.7% | Providers aware of med history (OP) 62.9% | 57.8% | 52.3%⬆ | 64.3% | 116 |
| 73.3% | Knew who to go to w/questions (OP) 70.1% | 68.8% | 61.5% | 72.7% | 117 |
| 71.7% | Providers aware of test results (OP) 71.6% | 70.5% | 63.1% | 71.6% | 116 |
| 81.0% | Family Dr knew enough re: OP cancer care 76.6% | 66.1%⬆ | 61.6%⬆ | 76.6% | 107 |
| 80.0% | Given confusing/conflicting info (OP) 79.3% | 75.1% | 75.6% | 83.7% | 116 |
| 86.7% | Knew who was in charge for each OP therapy 87.3% | 86.6% | 85.8% | 90.0% | 118 |
| 83.3% | Providers knew enough re: OP therapy 89.7% | 86.8% | 84.8% | 90.0% | 116 |

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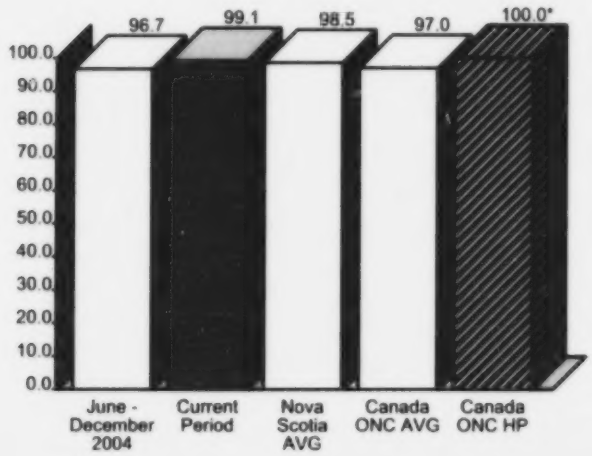
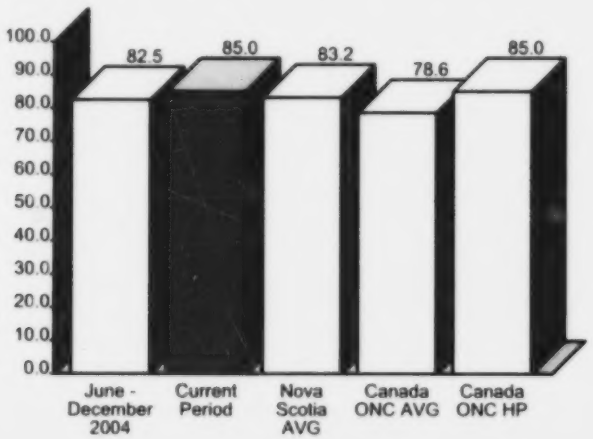
Cape Breton District HEALTH AUTHORITY

# Oncology Patient Experience-Respect for Patient Preferences
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




Respect for Patient Preferences (Onc)
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 87.0% | Comfortable talking w/OP re: alternate therapy 74.6% | 68.7% | 58.0%⬆ | 74.6% | 67 |
| 81.0% | Involved in OP care decisions 79.7% | 81.1% | 77.0% | 81.5% | 118 |
| 60.7% | OP considered living situation in treatment 73.7% | 69.1% | 62.8%⬆ | 73.7% | 114 |
| 93.9% | Family/friends involved in OP care/ treatment 95.5% | 94.6% | 93.3% | 96.4% | 110 |
| 95.1% | Treated w/dignity/respect by OP providers 98.2% | 96.6% | 94.0% | 98.2% | 112 |

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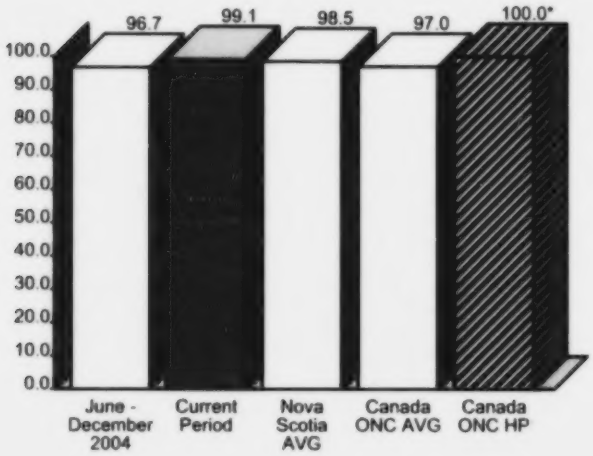
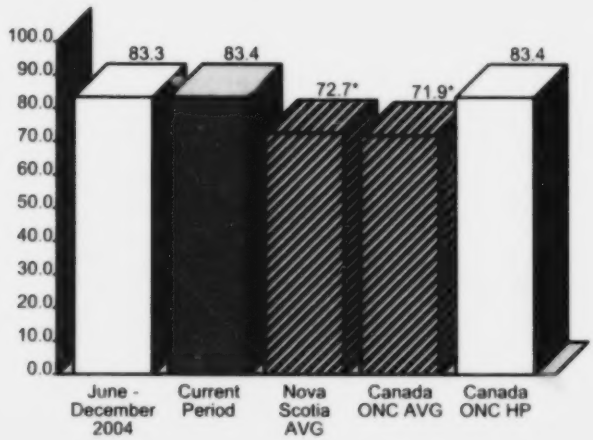
Cape Breton District HEALTH AUTHORITY

# Oncology Patient Experience-Access to Care
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




Access to Care (Onc)
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 79.2% | Wait from scheduled appt to OP chemotherapy 81.5% | 82.1% | 73.6% | 96.7%⬇ | 81 |
| 90.0% | Got services needed in past 6 months (OP) 87.0% | 82.4% | 82.2% | 87.5% | 115 |
| 70.7% | OP considered travel concerns in treatment plan 71.4% | 69.6% | 62.3% | 72.3% | 77 |
| 40.0% | Wait longer than expected for OP chemo 56.3% | 49.5% | 38.3%⬆ | 67.4%⬇ | 80 |
| 90.5% | OP did everything to make chemo wait comfortable 87.9% | 82.6% | 70.3%⬆ | 95.2%⬇ | 66 |
| 95.0% | Wait from scheduled appt to OP radiation 97.3% | 86.8%⬆ | 92.6% | 98.3% | 74 |
| 100.0% | OP did everything to make wait comfortable (Rad) 97.9% | 86.3%⬆ | 81.3%⬆ | 97.9% | 47 |
| 93.7% | Waited too long for first OP treatment appt 87.1% | 70.9%⬆ | 78.9%⬆ | 87.1% | 116 |
| 85.0% | Wait longer than expected for OP radiation 89.0% | 44.0%⬆ | 56.4%⬆ | 89.0% | 73 |

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Cape Breton District HEALTH AUTHORITY

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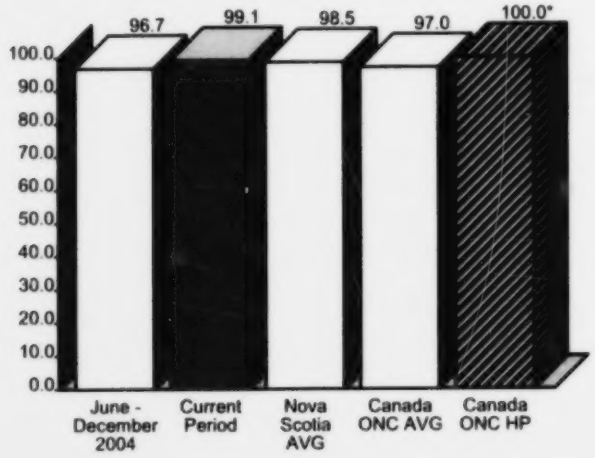
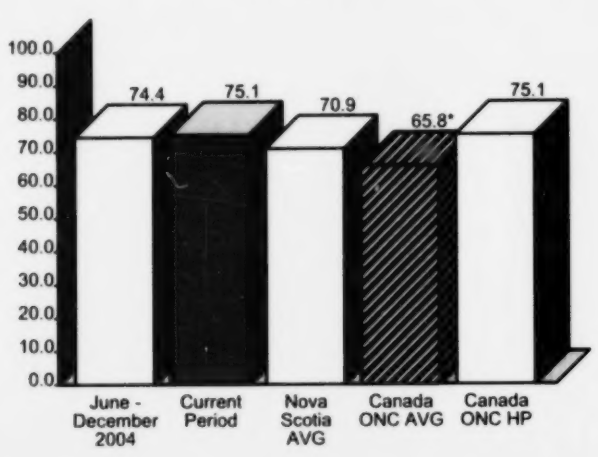
# Oncology Patient Experience-Information, Communcations & Education
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




Information, Communication & Education (Onc)
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 58.2% | Enough OP info on energy changes 67.3% | 67.7% | 55.4%⬆ | 67.8% | 107 |
| 67.3% | Enough OP info on nutritional needs 66.4% | 55.1%⬆ | 56.3%⬆ | 66.4% | 107 |
| 60.0% | Enough OP info on changes in work/activities 76.5% | 60.5%⬆ | 49.1%⬆ | 76.5% | 85 |
| 80.0% | Enough OP info on physical changes 79.6% | 76.0% | 67.5%⬆ | 79.6% | 98 |
| 80.7% | OP explained test results understandably 79.6% | 76.1% | 72.4% | 79.6% | 113 |
| 86.0% | OP Provider explained why tests needed 80.0% | 84.5% | 81.8% | 86.3%⬇ | 115 |
| 68.8% | Discussed cancer treatments w/you (OP) 70.7% | 68.2% | 64.2% | 70.7% | 116 |
| 65.0% | OP explained wait for first treatment appt 64.1% | 56.5% | 53.1% | 64.1% | 78 |
| 79.7% | Given enough info on cancer therapies (OP) 81.7% | 77.3% | 72.6%⬆ | 81.7% | 115 |
| 93.8% | Comfortable talking w/OP re: cancer 83.7% | 83.1% | 78.7% | 84.2% | 86 |

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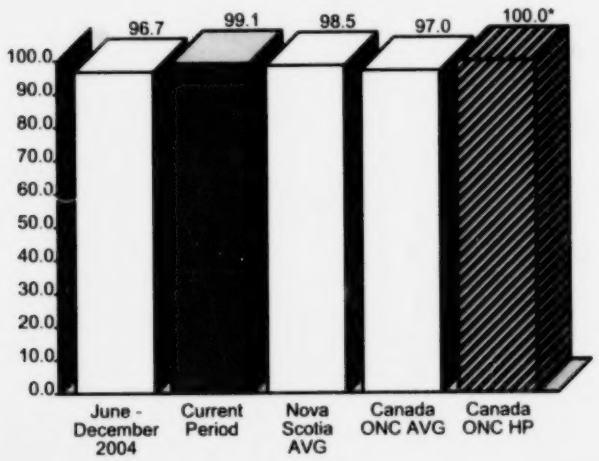
Your current score is: higher ⬆ or lower ⬇.

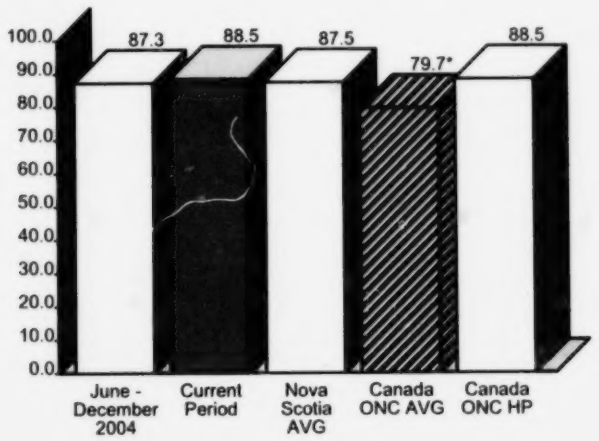
Cape Breton District HEALTH AUTHORITY

# Oncology Patient Experience-Physical Comfort
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




Physical Comfort (Onc)
% Positive Score




* Significantly Different from Your Current Score

***Detail***

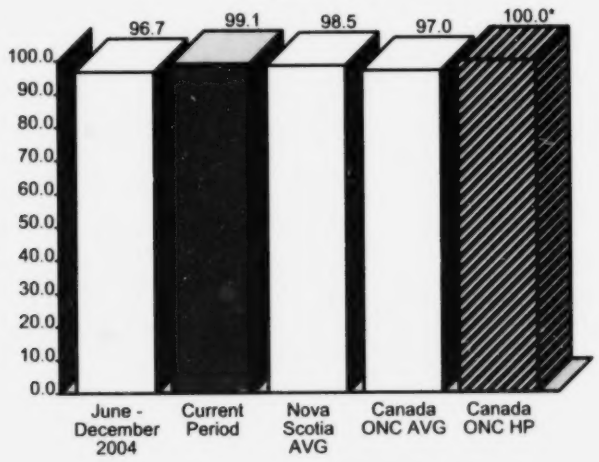
| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 80.8% | Told how to manage chemo side effects (OP) 82.7% | 84.0% | 78.9% | 84.7% | 81 |
| 91.7% | OP did everything to help w/chemo side effects 88.2% | 86.9% | 80.7% | 88.2% | 76 |
| 72.7% | OP did everything to control pain/ discomfort 87.7% | 81.4% | 72.5%⬆ | 87.7% | 57 |
| 95.0% | Told how to manage radiation effects (OP) 91.7% | 91.1% | 82.7%⬆ | 91.7% | 72 |
| 100.0% | OP did everything to help w/ radiation effects 92.8% | 92.0% | 85.3% | 93.5% | 69 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cape Breton District HEALTH AUTHORITY

# Oncology Patient Experience-Overall Impressions
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Current Period | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 92.2% | OP did everything to treat cancer 93.8% | 92.2% | 89.9% | 93.8% | 113 |
| 98.4% | Rate OP hospital care past 6 months 100.0% | 99.3% | 97.1% | 100.0% | 113 |
| 93.8% | Would recommend providers at hospital (OP) 96.5% | 94.1% | 90.0%⬆ | 96.6% | 114 |
| 95.1% | Would recommend providers (OP) 93.9% | 92.0% | 87.9%⬆ | 93.9% | 115 |

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Would recommend providers (OP)** | | | | |
| 95.1% | Yes, completely 93.9% | 92.0% | 87.9%⬆ | 93.9% | 108 |
| 4.9% | Yes, somewhat 6.1% | 7.6% | 10.8% | 6.1% | 7 |
| 0.0% | No 0.0% | 0.5% | 1.3% | 0.0% | 0 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

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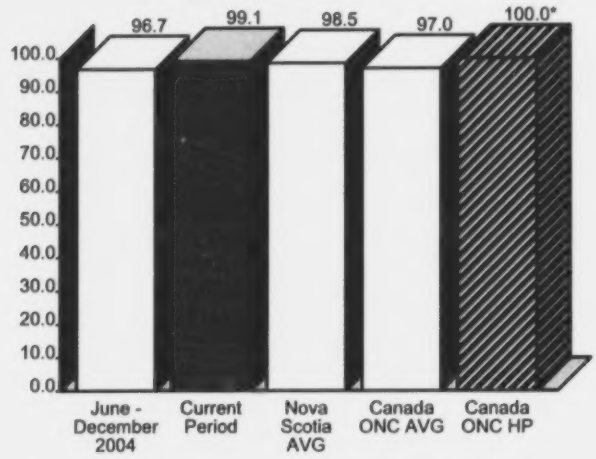
# Oncology Patient Experience-Health Status
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Received OP cancer care past 6 months** | | | | |
| 40.6%⬆ | Yes, currently receiving or have received cancer treatment 95.4% | 96.7% | 65.4%⬆ | | 104 |
| 50.9%⬇ | Yes, but have ONLY received follow-up care in the past 6 2.8% | 1.8% | 25.0%⬇ | | 3 |
| 8.5%⬇ | No, have not received cancer care in the past 6 months 1.8% | 1.5% | 9.6%⬇ | | 2 |
| | **Provider involved most in OP treatment plan** | | | | |
| 1.8% | Family doctor 5.6% | 4.4% | 3.3% | | 6 |
| 78.6% | Cancer specialist 75.0% | 75.3% | 79.4% | | 81 |
| 17.9% | Surgeon 17.6% | 18.5% | 15.4% | | 19 |
| 1.8% | Someone else 1.9% | 1.8% | 1.9% | | 2 |
| | **Had surgery after cancer diagnosis (OP)** | | | | |
| 67.2% | Yes 68.1% | 63.4% | 61.4% | | 77 |
| 32.8% | No 31.9% | 36.6% | 38.6% | | 36 |

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Cape Breton District HEALTH AUTHORITY
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# Oncology Patient Experience-Health Status (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

***Detail***

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Had surgery at OP hospital** | | | | |
| 70.7% | Yes, only at this hospital or clinic 76.0% | 73.1% | 55.2%↑ | | 57 |
| 9.8% | At this hospital or clinic and another hospital/clinic 2.7% | 3.2% | 6.6% | | 2 |
| 19.5% | No, at another hospital or clinic only 21.3% | 23.7% | 38.2%↓ | | 16 |
| | **Had OP chemotherapy past 6 months** | | | | |
| 45.6%↑ | Yes 75.9% | 60.5%↑ | 57.9%↑ | | 85 |
| 54.4%↓ | No 24.1% | 39.5%↓ | 42.1%↓ | | 27 |
| | **Had chemotherapy at OP hospital** | | | | |
| 76.0% | Yes, only at this hospital or clinic 84.3% | 78.3% | 75.6% | | 70 |
| 16.0% | At this hospital or clinic AND another hospital or clinic 10.8% | 8.4% | 8.0% | | 9 |
| 4.0% | No, at another hospital or clinic only 4.8% | 8.4% | 8.9% | | 4 |
| 4.0% | No, I only take pills at home 0.0% | 4.9%↓ | 7.5%↓ | | 0 |
| | **Had blood tests/chemo during same OP visit** | | | | |
| 62.5% | Yes 54.4% | 56.1% | 68.5%↓ | | 43 |
| 37.5% | No 45.6% | 43.9% | 31.5%↑ | | 36 |
| | **Had radiation therapy past 6 months (OP)** | | | | |
| 33.3%↑ | Yes 64.9% | 73.3% | 49.7%↑ | | 74 |
| 66.7%↓ | No 35.1% | 26.7% | 50.3%↓ | | 40 |
| | **Had radiation therapy at OP hospital** | | | | |
| 90.0% | Yes, only at this hospital or clinic 97.3% | 99.0% | 88.7%↑ | | 71 |
| 5.0% | At this hospital or clinic and another hospital/clinic 1.4% | 0.7% | 0.8% | | 1 |
| 5.0% | No, at another hospital or clinic only 1.4% | 0.3% | 10.5%↓ | | 1 |
| | **Rate pain past 6 months (OP)** | | | | |
| 8.3% | Severe 13.2% | 11.8% | 11.0% | | 15 |
| 15.0% | Moderate 19.3% | 25.6% | 25.8% | | 22 |
| 15.0% | Mild 21.1% | 20.2% | 21.2% | | 24 |
| 61.7% | Didn't have pain in the past 6 months 46.5% | 42.4% | 42.1% | | 53 |

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Your current score is: higher ↑ or lower ↓.

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# Oncology Patient Experience-Health Status (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

| June - December 2004 | Detail | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Wanted but didn't receive info on services (OP)** | | | | |
| 46.7% | Counseling/support (social workers, psychologists) 39.3% | 39.6% | 17.4%↑ | 17.2%↑ | 11 |
| 33.3% | Spiritual support 32.1% | 25.0% | 9.7%↑ | 9.7%↑ | 9 |
| 33.3% | Dietitian 50.0% | 54.2% | 24.0%↑ | 24.1%↑ | 14 |
| 26.7%↓ | Speech therapist 0.0% | 4.2% | 3.4% | 3.3% | 0 |
| 26.7% | Occupational therapist 7.1% | 9.4% | 4.9% | 4.9% | 2 |
| 20.0% | Physical therapist 10.7% | 12.5% | 10.1% | 10.0% | 3 |
| 40.0% | Support groups 21.4% | 34.4% | 15.3% | 15.5% | 6 |
| 13.3% | Palliative care 25.0% | 14.6% | 6.4%↑ | 6.5%↑ | 7 |
| 13.3% | Other 10.7% | 10.4% | 8.7% | 8.8% | 3 |
| | **Number of Drs seen in past 6 months (OP)** | | | | |
| 28.3% | One 16.9% | 17.6% | 28.8%↓ | | 20 |
| 40.0% | Two 29.7% | 33.6% | 34.5% | | 35 |
| 18.3% | Three 29.7% | 29.0% | 21.0%↑ | | 35 |
| 13.3% | Four or more 23.7% | 19.8% | 15.7%↑ | | 28 |
| | **Medical care most helpful in past 6 months (OP)** | | | | |
| 16.7% | Emergency Department 17.9% | 14.8% | 14.3% | | 19 |
| 0.0% | Urgent care/walk-in 2.8% | 1.3% | 1.3% | | 3 |
| 11.7% | Called my family doctor 12.3% | 10.6% | 9.7% | | 13 |
| 21.7% | Visit with my family doctor 15.1% | 16.1% | 14.9% | | 16 |
| 18.3% | Called the cancer centre/hospital 22.6% | 27.4% | 23.7% | | 24 |
| 1.7% | Home care 0.0% | 1.3% | 3.7%↓ | | 0 |
| 0.0% | Home visits by physician 0.9% | 0.3% | 0.5% | | 1 |
| 1.7% | Drop in visit to a cancer clinic 0.9% | 1.1% | 2.7% | | 1 |
| 28.3% | Didn't need medical help/advice right away 21.7% | 23.7% | 26.7% | | 23 |
| 0.0% | Other 5.7% | 3.4% | 2.4%↑ | | 6 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Health Status (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

***Detail***

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **When told of cancer diagnosis (OP)** | | | | |
| 11.6% | Less than 6 months ago 20.3% | 21.7% | 12.4%⬆ | | 24 |
| 30.4%⬆ | Between 6-12 months ago 49.2% | 48.1% | 44.5% | | 58 |
| 14.5% | Between 1 and 2 years ago 16.9% | 14.5% | 18.3% | | 20 |
| 27.5%⬇ | Between 2 to 5 years ago 4.2% | 9.3% | 13.4%⬇ | | 5 |
| 15.9% | More than 5 years ago 9.3% | 6.4% | 11.5% | | 11 |
| | **Who told you of cancer diagnosis (OP)** | | | | |
| 38.7% | Family doctor 37.6% | 34.0% | 30.5% | | 44 |
| 14.5% | Cancer specialist 17.9% | 18.8% | 21.0% | | 21 |
| 41.9% | Surgeon 39.3% | 40.3% | 39.7% | | 46 |
| 4.8% | Someone else 5.1% | 6.8% | 8.7% | | 6 |
| | **Rate health (OP)** | | | | |
| 7.9% | Poor 7.1% | 5.6% | 6.2% | | 8 |
| 15.9% | Fair 24.8% | 21.0% | 20.8% | | 28 |
| 38.1% | Good 31.9% | 37.4% | 37.8% | | 36 |
| 28.6% | Very Good 29.2% | 27.1% | 26.3% | | 33 |
| 9.5% | Excellent 7.1% | 8.8% | 8.9% | | 8 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cape Breton District HEALTH AUTHORITY
Making Health our Choices Together

# Oncology Patient Experience-Additional Questions
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

| June - December 2004 | Detail | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|---|
| | **Received Cancer Centre booklets (OP)** | | | | | |
| 54.1%↑ | Yes, and I found the information very helpful | 69.9% | 66.1% | 66.0% | 69.9% | 79 |
| 9.8% | Yes, and I found the information somewhat helpful | 11.5% | 14.0% | 14.0% | 11.5% | 13 |
| 1.6% | Yes, but the information wasn't helpful | 0.0% | 0.7% | 0.8% | 0.0% | 0 |
| 14.8% | No, I didn't receive the booklets | 6.2% | 8.2% | 8.3% | 6.2% | 7 |
| 19.7% | I don't know if I received the booklets | 12.4% | 11.0% | 11.0% | 12.4% | 14 |
| | **OP: Person who explained treatment expectations** | | | | | |
| | Family doctor | 46.1% | 38.2% | 10.7%↑ | | 53 |
| | Chemo nurse | 65.2% | 46.2%↑ | 13.0%↑ | | 75 |
| | Clinic nurse | 35.7% | 52.3%↓ | 14.7%↑ | | 41 |
| | Radiation therapist | 42.6% | 51.1% | 14.3%↑ | | 49 |
| | Surgeon | 52.2% | 48.4% | 13.6%↑ | | 60 |
| | Medical Oncologist | 58.3% | 55.0% | 15.4%↑ | | 67 |
| | Radiation Oncologist | 47.8% | 57.9% | 16.2%↑ | | 55 |
| | Patient navigator | 5.2% | 6.8% | 1.9%↑ | | 6 |
| | **Easy to reach OP cancer centre Dr/Nurse** | | | | | |
| 65.1% | Yes, completely | 63.2% | 52.8%↑ | 53.0%↑ | 63.2% | 72 |
| 4.8%↑ | Yes, somewhat | 15.8% | 21.1% | 20.9% | 15.8% | 18 |
| 1.6% | No | 1.8% | 3.9% | 3.9% | 1.8% | 2 |
| 28.6% | I didn't need to contact them between appointments. | 19.3% | 22.1% | 22.2% | 19.3% | 22 |
| | **OP: Aware of Cancer Patient Navigator** | | | | | |
| | YES and I received services from the Navigator | 9.4% | 15.0% | 14.8% | | 9 |
| | YES but I received NO services from the Navigator | 4.2% | 8.8% | 8.9% | | 4 |
| | YES but there is no Navigator in my district | 2.1% | 1.6% | 1.6% | | 2 |
| | NO | 42.7% | 44.5% | 44.6% | | 41 |
| | Do not know | 41.7% | 30.0%↑ | 30.1%↑ | | 40 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Demographic Questions
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

*Detail*

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Treatment past 6 months was for (OP)** | | | | |
| 72.7% | A first time cancer diagnosis 75.2% | 74.2% | 70.1% | | 85 |
| 27.3% | A repeat cancer diagnosis 24.8% | 25.8% | 29.9% | | 28 |
| | **Type of original cancer (OP)** | | | | |
| 5.2% | Brain 0.9% | 3.1% | 1.4% | | 1 |
| 27.6% | Breast 36.7% | 33.4% | 29.5% | | 40 |
| 1.7% | Cervix/Uterine/Ovarian 4.6% | 6.4% | 5.2% | | 5 |
| 20.7% | Colorectal/Bowel 13.8% | 13.0% | 13.3% | | 15 |
| 5.2% | Head/Neck 0.9% | 2.8% | 3.1% | | 1 |
| 0.0% | Hematology (blood) 0.9% | 0.3% | 3.7% | | 1 |
| 0.0% | Kidney/bladder 3.7% | 3.1% | 2.0% | | 4 |
| 5.2% | Lymphoma 3.7% | 2.3% | 7.2% | | 4 |
| 15.5% | Lung 16.5% | 9.2%↑ | 7.5%↑ | | 18 |
| 0.0% | Melanoma 4.6% | 2.8% | 3.2% | | 5 |
| 12.1% | Prostate/testicular 10.1% | 15.8% | 15.6% | | 11 |
| 1.7% | Sarcoma 0.0% | 0.5% | 0.7% | | 0 |
| 1.7% | Stomach 1.8% | 1.0% | 1.2% | | 2 |
| 1.7% | Other 0.9% | 4.3% | 5.7%↓ | | 1 |
| 1.7% | Don't know 0.9% | 2.0% | 0.7% | | 1 |
| | **Hospital stays overnight/longer (OP)** | | | | |
| 77.4%↓ | None 51.8% | 55.7% | 64.6%↓ | | 59 |
| 6.5%↑ | One 27.2% | 25.9% | 19.5%↑ | | 31 |
| 9.7% | Two 7.0% | 7.1% | 6.3% | | 8 |
| 6.5% | More than two 14.0% | 11.2% | 9.6% | | 16 |

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Your current score is: higher ↑ or lower ↓.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Demographic Questions (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

| June - December 2004 | Detail | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Medical care most helpful in past 6 months (OP)** | | | | |
| 16.7% | Emergency Department 17.9% | 14.8% | 14.3% | | 19 |
| 0.0% | Urgent care/walk-in 2.8% | 1.3% | 1.3% | | 3 |
| 11.7% | Called my family doctor 12.3% | 10.6% | 9.7% | | 13 |
| 21.7% | Visit with my family doctor 15.1% | 16.1% | 14.9% | | 16 |
| 18.3% | Called the cancer centre/hospital 22.6% | 27.4% | 23.7% | | 24 |
| 1.7% | Home care 0.0% | 1.3% | 3.7%⬇ | | 0 |
| 0.0% | Home visits by physician 0.9% | 0.3% | 0.5% | | 1 |
| 1.7% | Drop in visit to a cancer clinic 0.9% | 1.1% | 2.7% | | 1 |
| 28.3% | Didn't need medical help/advice right away 21.7% | 23.7% | 26.7% | | 23 |
| 0.0% | Other 5.7% | 3.4% | 2.4%⬆ | | 6 |
| | **ED respected culture/lifestyle** | | | | |
| 96.6% | Yes, completely 92.2% | 94.4% | 94.4% | 95.3% | 107 |
| 3.4% | Yes, somewhat 6.9% | 5.1% | 5.1% | 4.4% | 8 |
| 0.0% | No 0.9% | 0.5% | 0.5% | 0.3% | 1 |
| | **OP: Preferred language while receiving cancer care** | | | | |
| | English 99.1% | 99.5% | 99.5% | | 115 |
| | French 0.0% | 0.2% | 0.2% | | 0 |
| | German 0.0% | 0.0% | 0.0% | | 0 |
| | Chinese 0.0% | 0.0% | 0.0% | | 0 |
| | Cantonese 0.0% | 0.0% | 0.0% | | 0 |
| | Punjabi 0.0% | 0.0% | 0.0% | | 0 |
| | Mandarin 0.0% | 0.0% | 0.0% | | 0 |
| | Portuguese 0.0% | 0.0% | 0.0% | | 0 |
| | Spanish 0.0% | 0.0% | 0.0% | | 0 |
| | Vietnamese 0.0% | 0.0% | 0.0% | | 0 |
| | Korean 0.0% | 0.0% | 0.0% | | 0 |
| | Arabic 0.0% | 0.0% | 0.0% | | 0 |
| | Mi'kmaq 0.9% | 0.2% | 0.2% | | 1 |

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Your current score is: higher ⬆ or lower ⬇.

Cape Breton District HEALTH AUTHORITY
Making Healthcare Choices Together

# Oncology Patient Experience-Demographic Questions (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

***Detail***

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Highest grade of school completed (OP)** | | | | |
| 29.5% | Grade 9 or less 23.4% | 17.5% | 18.1% | | 26 |
| 34.4% | Some high school but did not graduate 24.3% | 23.1% | 21.5% | | 27 |
| 14.8% | High school graduate 18.0% | 21.1% | 22.5% | | 20 |
| 16.4% | College, trade, or technical school 22.5% | 24.3% | 22.5% | | 25 |
| 3.3% | University undergraduate degree 5.4% | 7.8% | 9.4% | | 6 |
| 1.6% | Post university/graduate education 6.3% | 6.3% | 6.0% | | 7 |
| | **Who completed survey (OP)** | | | | |
| 82.1% | Patient 71.2% | 76.5% | 80.4%⬇ | | 84 |
| 3.0% | Someone else 8.5% | 6.3% | 6.2% | | 10 |
| 14.9% | Patient with someone else's help 20.3% | 17.2% | 13.4%⬆ | | 24 |

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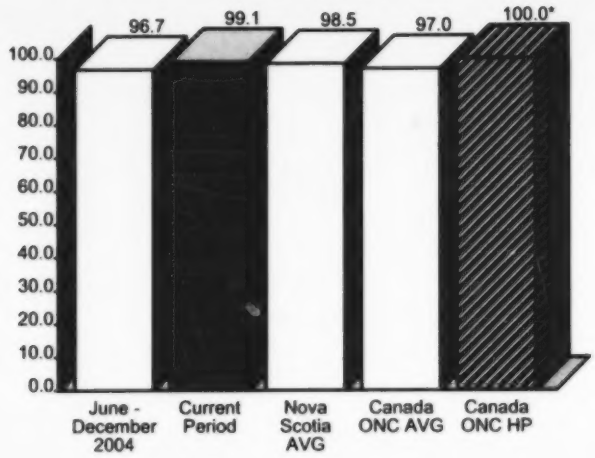
Your current score is: higher ⬆ or lower ⬇.

Cape Breton District HEALTH AUTHORITY

Making Health Care Closer Together

# Oncology Patient Experience-Chemotherapy
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 79.2% | Wait from scheduled appt to OP chemotherapy 81.5% | 82.1% | 73.6% | 96.7%⬇ | 81 |
| 80.8% | Told how to manage chemo side effects (OP) 82.7% | 84.0% | 78.9% | 84.7% | 81 |
| 91.7% | OP did everything to help w/chemo side effects 88.2% | 86.9% | 80.7% | 88.2% | 76 |
| 40.0% | Wait longer than expected for OP chemo 56.3% | 49.5% | 38.3%⬆ | 67.4%⬇ | 80 |
| 90.5% | OP did everything to make chemo wait comfortable 87.9% | 82.6% | 70.3%⬆ | 95.2%⬇ | 66 |

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Had blood tests/chemo during same OP visit** | | | | |
| 62.5% | Yes 54.4% | 56.1% | 68.5%⬇ | | 43 |
| 37.5% | No 45.6% | 43.9% | 31.5%⬆ | | 36 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cape Breton District HEALTH AUTHORITY
Making Healthcare Choices Together

# Oncology Patient Experience-Chemotherapy (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

***Detail***

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Had chemotherapy at OP hospital** | | | | |
| 76.0% | Yes, only at this hospital or clinic 84.3% | 78.3% | 75.6% | | 70 |
| 16.0% | At this hospital or clinic AND another hospital or clinic 10.8% | 8.4% | 8.0% | | 9 |
| 4.0% | No, at another hospital or clinic only 4.8% | 8.4% | 8.9% | | 4 |
| 4.0% | No, I only take pills at home 0.0% | 4.9%⬇ | 7.5%⬇ | | 0 |
| | **Had OP chemotherapy past 6 months** | | | | |
| 45.6%⬆ | Yes 75.9% | 60.5%⬆ | 57.9%⬆ | | 85 |
| 54.4%⬇ | No 24.1% | 39.5%⬇ | 42.1%⬇ | | 27 |

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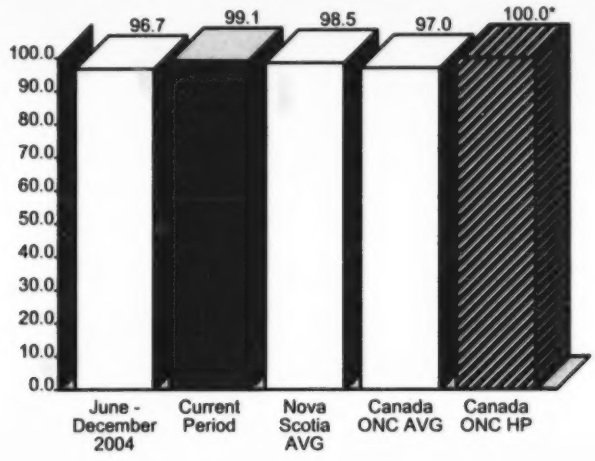
Your current score is: higher ⬆ or lower ⬇.

Cape Breton District HEALTH AUTHORITY

Making Health Care Choices Together

# Oncology Patient Experience-Radiation Therapy
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Rate OP care past 6 months
% Positive Score




* Significantly Different from Your Current Score

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 95.0% | Wait from scheduled appt to OP radiation 97.3% | 86.8%↑ | 92.6% | 98.3% | 74 |
| 95.0% | Told how to manage radiation effects (OP) 91.7% | 91.1% | 82.7%↑ | 91.7% | 72 |
| 100.0% | OP did everything to make wait comfortable (Rad) 97.9% | 86.3%↑ | 81.3%↑ | 97.9% | 47 |
| 100.0% | OP did everything to help w/ radiation effects 92.8% | 92.0% | 85.3% | 93.5% | 69 |
| 85.0% | Wait longer than expected for OP radiation 89.0% | 44.0%↑ | 56.4%↑ | 89.0% | 73 |

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Had radiation therapy at OP hospital** | | | | |
| 90.0% | Yes, only at this hospital or clinic 97.3% | 99.0% | 88.7%↑ | | 71 |
| 5.0% | At this hospital or clinic and another hospital/clinic 1.4% | 0.7% | 0.8% | | 1 |
| 5.0% | No, at another hospital or clinic only 1.4% | 0.3% | 10.5%↓ | | 1 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Radiation Therapy (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

***Detail***

| June - December 2004 | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | **Had radiation therapy past 6 months (OP)** | | | | |
| 33.3%⬆ | Yes 64.9% | 73.3% | 49.7%⬆ | | 74 |
| 66.7%⬇ | No 35.1% | 26.7% | 50.3%⬇ | | 40 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Highest Percent Positive (Strengths)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

***Detail***

| June - December 2004 | Items ranked in descending order by current score | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|---|
| | | *% Positive Score* | | | | |
| 95.1% | Treated w/dignity/respect by OP providers | 98.2% | 96.6% | 94.0% | 98.2% | 112 |
| 100.0% | OP did everything to make wait comfortable (Rad) | 97.9% | 86.3%⬆ | 81.3%⬆ | 97.9% | 47 |
| 95.0% | Wait from scheduled appt to OP radiation | 97.3% | 86.8%⬆ | 92.6% | 98.3% | 74 |
| 93.9% | Family/friends involved in OP care/ treatment | 95.5% | 94.6% | 93.3% | 96.4% | 110 |
| 100.0% | OP did everything to help w/ radiation effects | 92.8% | 92.0% | 85.3% | 93.5% | 69 |
| 95.0% | Told how to manage radiation effects (OP) | 91.7% | 91.1% | 82.7%⬆ | 91.7% | 72 |
| 97.1% | Told how long wait would be for surgery (OP) | 91.2% | 83.3% | 82.3% | 91.2% | 68 |
| 93.3% | Could trust OP providers w/ confidential info | 91.1% | 90.9% | 90.6% | 93.7% | 112 |
| 90.5% | Results of surgery explained understandably (OP) | 90.7% | 85.1% | 82.4% | 90.7% | 75 |
| 83.3% | Providers knew enough re: OP therapy | 89.7% | 86.8% | 84.8% | 90.0% | 116 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower ⬇.

Cape Breton District HEALTH AUTHORITY
Making Health Care Choices Together

# Oncology Patient Experience-Lowest Percent Positive (Areas for Improvement)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

***Detail***

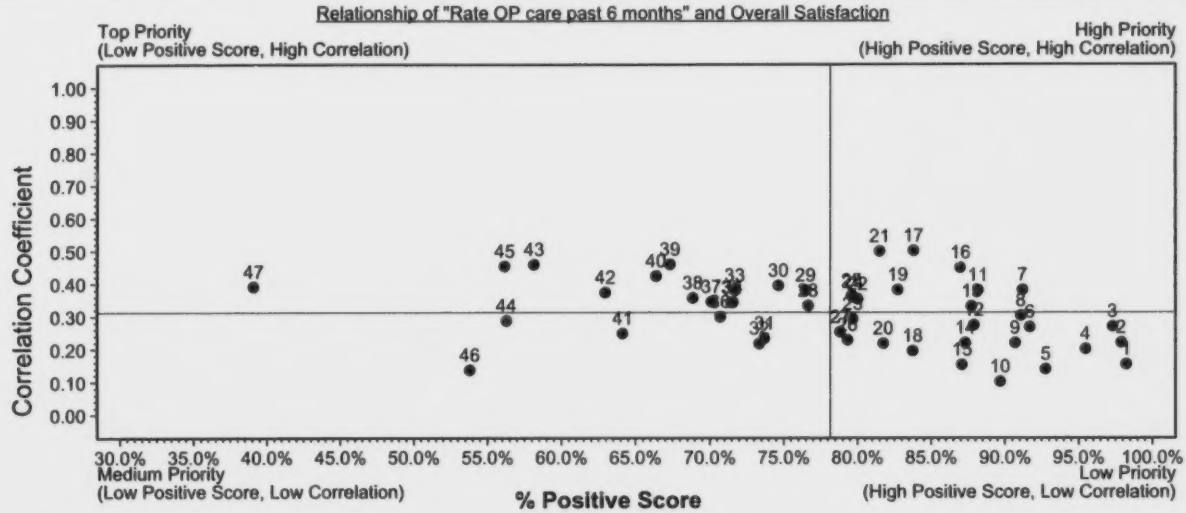
| June - December 2004 | Items ranked in ascending order by current score | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 42.3% | Put in touch w/OP to help w/anxiety/ fear 39.1% | 34.3% | 26.5%⬆ | 39.1% | 64 |
| 37.5% | Put in touch w/OP to help w/ diagnosis anxiety/fear 53.8% | 42.9% | 38.8%⬆ | 53.8% | 93 |
| 55.3% | Enough OP info on emotional changes 56.1% | 45.4% | 38.6%⬆ | 56.1% | 98 |
| 40.0% | Wait longer than expected for OP chemo 56.3% | 49.5% | 38.3%⬆ | 67.4%⬇ | 80 |
| 43.2% | Enough OP info re: relationship changes 58.1% | 41.9%⬆ | 32.6%⬆ | 58.1% | 74 |
| 60.7% | Providers aware of med history (OP) 62.9% | 57.8% | 52.3%⬆ | 64.3% | 116 |
| 65.0% | OP explained wait for first treatment appt 64.1% | 56.5% | 53.1% | 64.1% | 78 |
| 67.3% | Enough OP info on nutritional needs 66.4% | 55.1%⬆ | 56.3%⬆ | 66.4% | 107 |
| 58.2% | Enough OP info on energy changes 67.3% | 67.7% | 55.4%⬆ | 67.8% | 107 |
| 59.0% | Enough OP info on sexual activity changes 68.8% | 57.3% | 44.7%⬆ | 68.8% | 77 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ⬆ or lower⬇.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Priority Matrix
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

Relationship of "Rate OP care past 6 months" and Overall Satisfaction




1 Treated w/dignity/respect by OP providers
2 OP did everything to make wait comfortable (Rad)
3 Wait from scheduled appt to OP radiation
4 Family/friends involved in OP care/treatment
5 OP did everything to help w/radiation effects
6 Told how to manage radiation effects (OP)
7 Told how long wait would be for surgery (OP)
8 Could trust OP providers w/confidential info
9 Results of surgery explained understandably (OP)
10 Providers knew enough re: OP therapy
11 OP did everything to help w/chemo side effects
12 OP did everything to make chemo wait comfortable
13 OP did everything to control pain/discomfort
14 Knew who was in charge for each OP therapy
15 Waited too long for first OP treatment appt
16 Got services needed in past 6 months (OP)
17 OP went out of way to help
18 Comfortable talking w/OP re: cancer
19 Told how to manage chemo side effects (OP)
20 Given enough info on cancer therapies (OP)
21 Wait from scheduled appt to OP chemotherapy
22 OP Provider explained why tests needed
23 Involved in OP care decisions
24 OP explained test results understandably
25 Enough OP info on physical changes
26 Given confusing/conflicting info (OP)
27 Told of diagnosis in sensitive manner (OP)
28 Family Dr knew enough re: OP cancer care
29 Enough OP info on changes in work/activities
30 Comfortable talking w/OP re: alternate therapy
31 OP considered living situation in treatment
32 Got help wanted figuring out payment (OP)
33 Knew next step in care (OP)
34 Providers aware of test results (OP)
35 OP considered travel concerns in treatment plan
36 Discussed cancer treatments w/you (OP)
37 Knew who to go to w/questions (OP)
38 Enough OP info on sexual activity changes
39 Enough OP info on energy changes
40 Enough OP info on nutritional needs
41 OP explained wait for first treatment appt
42 Providers aware of med history (OP)
43 Enough OP info re: relationship changes
44 Wait longer than expected for OP chemo
45 Enough OP info on emotional changes
46 Put in touch w/OP to help w/diagnosis anxiety/fear
47 Put in touch w/OP to help w/anxiety/fear

***Detail***

| June - December 2004 | Highest correlation with "Rate OP care past 6 months" | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|
| | *% Positive Score* | | | | |
| 89.8% | OP went out of way to help 83.8% | 80.5% | 72.0%↑ | 83.8% | 111 |
| 79.2% | Wait from scheduled appt to OP chemotherapy 81.5% | 82.1% | 73.6% | 96.7%↓ | 81 |
| 58.2% | Enough OP info on energy changes 67.3% | 67.7% | 55.4%↑ | 67.8% | 107 |
| 43.2% | Enough OP info re: relationship changes 58.1% | 41.9%↑ | 32.6%↑ | 58.1% | 74 |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Priority Matrix (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

| June - December 2004 | Detail | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|---|
| | *% Positive Score* | | | | | |
| 55.3% | Enough OP info on emotional changes | 56.1% | 45.4% | 38.6%↑ | 56.1% | 98 |
| 90.0% | Got services needed in past 6 months (OP) | 87.0% | 82.4% | 82.2% | 87.5% | 115 |
| 67.3% | Enough OP info on nutritional needs | 66.4% | 55.1%↑ | 56.3%↑ | 66.4% | 107 |
| 87.0% | Comfortable talking w/OP re: alternate therapy | 74.6% | 68.7% | 58.0%↑ | 74.6% | 67 |
| 42.3% | Put in touch w/OP to help w/anxiety/ fear | 39.1% | 34.3% | 26.5%↑ | 39.1% | 64 |
| 80.8% | Told how to manage chemo side effects (OP) | 82.7% | 84.0% | 78.9% | 84.7% | 81 |
| 97.1% | Told how long wait would be for surgery (OP) | 91.2% | 83.3% | 82.3% | 91.2% | 68 |
| 91.7% | OP did everything to help w/chemo side effects | 88.2% | 86.9% | 80.7% | 88.2% | 76 |
| 60.0% | Enough OP info on changes in work/activities | 76.5% | 60.5%↑ | 49.1%↑ | 76.5% | 85 |
| 75.4% | Knew next step in care (OP) | 71.7% | 65.9% | 57.3%↑ | 71.7% | 113 |
| 60.7% | Providers aware of med history (OP) | 62.9% | 57.8% | 52.3%↑ | 64.3% | 116 |
| 80.0% | Enough OP info on physical changes | 79.6% | 76.0% | 67.5%↑ | 79.6% | 98 |
| 80.7% | OP explained test results understandably | 79.6% | 76.1% | 72.4% | 79.6% | 113 |
| 59.0% | Enough OP info on sexual activity changes | 68.8% | 57.3% | 44.7%↑ | 68.8% | 77 |
| 86.0% | OP Provider explained why tests needed | 80.0% | 84.5% | 81.8% | 86.3%↓ | 115 |
| 73.3% | Knew who to go to w/questions (OP) | 70.1% | 68.8% | 61.5% | 72.7% | 117 |
| 71.7% | Providers aware of test results (OP) | 71.6% | 70.5% | 63.1% | 71.6% | 116 |
| 70.7% | OP considered travel concerns in treatment plan | 71.4% | 69.6% | 62.3% | 72.3% | 77 |
| 81.0% | Family Dr knew enough re: OP cancer care | 76.6% | 66.1%↑ | 61.6%↑ | 76.6% | 107 |
| 72.7% | OP did everything to control pain/ discomfort | 87.7% | 81.4% | 72.5%↑ | 87.7% | 57 |
| 93.3% | Could trust OP providers w/ confidential info | 91.1% | 90.9% | 90.6% | 93.7% | 112 |
| 68.8% | Discussed cancer treatments w/you (OP) | 70.7% | 68.2% | 64.2% | 70.7% | 116 |
| 81.0% | Involved in OP care decisions | 79.7% | 81.1% | 77.0% | 81.5% | 118 |

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Your current score is: higher ↑ or lower ↓.

Cape Breton District HEALTH AUTHORITY
Making Healthier Choices Together

# Oncology Patient Experience-Priority Matrix (continued)
## Cape Breton Cancer Centre
## June - December 2005 (n=126, Response Rate= 69.6%)

| June - December 2004 | Detail | | Nova Scotia AVG | Canada ONC AVG | Canada ONC HP | n size |
|---|---|---|---|---|---|---|
| | *% Positive Score* | | | | | |
| 40.0% | Wait longer than expected for OP chemo | 56.3% | 49.5% | 38.3%⬆ | 67.4%⬇ | 80 |
| 90.5% | OP did everything to make chemo wait comfortable | 87.9% | 82.6% | 70.3%⬆ | 95.2%⬇ | 66 |
| 95.0% | Wait from scheduled appt to OP radiation | 97.3% | 86.8%⬆ | 92.6% | 98.3% | 74 |
| 95.0% | Told how to manage radiation effects (OP) | 91.7% | 91.1% | 82.7%⬆ | 91.7% | 72 |
| 84.1% | Told of diagnosis in sensitive manner (OP) | 78.8% | 73.3% | 73.2% | 78.8% | 118 |
| 65.0% | OP explained wait for first treatment appt | 64.1% | 56.5% | 53.1% | 64.1% | 78 |
| 60.7% | OP considered living situation in treatment | 73.7% | 69.1% | 62.8%⬆ | 73.7% | 114 |
| 80.0% | Given confusing/conflicting info (OP) | 79.3% | 75.1% | 75.6% | 83.7% | 116 |
| 100.0% | OP did everything to make wait comfortable (Rad) | 97.9% | 86.3%⬆ | 81.3%⬆ | 97.9% | 47 |
| 90.5% | Results of surgery explained understandably (OP) | 90.7% | 85.1% | 82.4% | 90.7% | 75 |
| 86.7% | Knew who was in charge for each OP therapy | 87.3% | 86.6% | 85.8% | 90.0% | 118 |
| 79.7% | Given enough info on cancer therapies (OP) | 81.7% | 77.3% | 72.6%⬆ | 81.7% | 115 |
| 66.7% | Got help wanted figuring out payment (OP) | 73.3% | 71.0% | 68.8% | 75.6% | 45 |
| 93.9% | Family/friends involved in OP care/ treatment | 95.5% | 94.6% | 93.3% | 96.4% | 110 |
| 93.8% | Comfortable talking w/OP re: cancer | 83.7% | 83.1% | 78.7% | 84.2% | 86 |
| 95.1% | Treated w/dignity/respect by OP providers | 98.2% | 96.6% | 94.0% | 98.2% | 112 |
| 93.7% | Waited too long for first OP treatment appt | 87.1% | 70.9%⬆ | 78.9%⬆ | 87.1% | 116 |
| 100.0% | OP did everything to help w/ radiation effects | 92.8% | 92.0% | 85.3% | 93.5% | 69 |
| 37.5% | Put in touch w/OP to help w/ diagnosis anxiety/fear | 53.8% | 42.9% | 38.8%⬆ | 53.8% | 93 |
| 83.3% | Providers knew enough re: OP therapy | 89.7% | 86.8% | 84.8% | 90.0% | 116 |
| 85.0% | Wait longer than expected for OP radiation | 89.0% | 44.0%⬆ | 56.4%⬆ | 89.0% | 73 |

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Your current score is: higher ⬆ or lower⬇.